

Facts about



N O R F O L K D E P A R T M E N T O F H U M A N S E R V I C E S

Lifeline was initiated by the City of Norfolk in 1999 to help Norfolk citizens avoid disruption in water service. Lifeline offers financial assistance to low-income senior citizens, families and individuals to provide relief from the Hampton Roads utility bill. Human Services and the Norfolk Department of Utilities partner to provide Lifeline information and assistance.

Generally, to be eligible for Lifeline you must have:

- ◆ water service in Norfolk,
- ◆ a monthly household income less than 200% of federal poverty level (see chart below for exact amounts), and
- ◆ liquid resources less than \$2,000.00 (i.e., bank accounts, certificates of deposit or credit union accounts).

Eligibility is established using the **total monthly gross income** for your household.

Family Size	Annual Income	Monthly Income
1	\$ 19,600	\$ 1,634
2	\$ 26,400	\$ 2,200
3	\$ 33,200	\$ 2,767
4	\$ 40,000	\$ 3,334
5	\$ 46,800	\$ 3,900
6	\$ 53,600	\$ 4,467
7	\$ 60,400	\$ 5,034
8	\$ 67,200	\$ 5,600

Each add'l person add \$ 6,800 \$ 567

If you are eligible you may receive:



Bill Assistance - maximum annual assistance of \$270.00 in the form of a non-refundable payment to Hampton Roads Utility Billing Service (HRUBS) in your behalf



Plumbing Repairs Assistance - maximum annual assistance of \$500.00 to licensed plumbers on behalf of owner occupants for plumbing repairs

To apply:

You may pick up an application at any Human Services location, HRSD, and at the Department of Utilities, or you can request that one be mailed to you by calling 664-6035. Completed applications may be returned by mail or in person to the Department of Utilities or any Human Services location. There is no requirement for an interview. Attaching verification of your income and resources and a copy of your bill and any cut-off notices you may have received could speed up the processing time.

Applications may be returned by mail to:

Department of Human Services
220 West Brambleton Avenue
Norfolk, VA 23510

or in person to:

Department of Utilities
400 Granby Street
Norfolk, VA 23510

A full disclosure of your information and attaching the verifications will speed up the process.

If you are receiving Social Security benefits or Public Assistance
(i.e., Food Stamps, Medicaid or TANF) we will consult your case for the needed verifications.



This information is given as a guideline only. In order to determine eligibility for the Lifeline Program, you must complete an application and file it with the Norfolk Department of Human Services.

This process can be completed through the mail. The number to call for information is
664-6035 or 664-6311.